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BRENDAN ROSE
thesulfurgod@protonmail.com BR

From the Office of the Privacy Commissioner of Canada - File PIPEDA-051519

From Plaintes - Complaints <plaintes-complaints@priv.gc.ca> 3:02 PM
To Thesulfurgod@protonmail.com

Protégé B - Protected B

Our File: PIPEDA-051519

Dear Brendan Rose,

We are writing in response to your letter received by our Office on 2025-12-09, regarding your complaint against The Bank of Nova Scotia (Scotiabank).

Under the *Personal Information Protection and Electronic Documents Act* (PIPEDA), private sector organizations are responsible for personal information under their control. They also must have someone in place who is responsible for making sure that the organization complies with the law.

In addition, section 12(1)(a) of the PIPEDA states the following: "The Commissioner shall conduct an investigation in respect of a complaint, unless the Commissioner is of the opinion that the complainant ought first to exhaust grievance or review procedures otherwise reasonably available".

As a result, the Office of the Privacy Commissioner of Canada strongly encourages individuals to first deal with the organization before complaining to us. You may wish to consult the OPC's guidance on how to raise privacy concerns with businesses.

To that end, we ask that you write to the Privacy Officer outlining your concerns at this address:

The Bank of Nova Scotia

Attn: Privacy Officer c/o Escalated Customer Concerns Office, Scotiabank

44 King Street West, Toronto ON M5H 1H1

Subject: PIPEDA Access Request – Brendan Rose – Full Account Records from Op…

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Clear browser data

The Bank of Nova Scotia

Attn: Privacy Officer c/o Escalated Customer Concerns Office, Scotiabank

44 King Street West, Toronto ON M5H 1H1

escalatedconcerns@scotiabank.com

It is important to note that our office has yet to determine jurisdiction on the allegation(s) you brought forward. This will be examined once correspondence between you, and the privacy officer has been provided. Please note that the OPC may decline to investigate a complaint under s. 12(1)(a) if a complainant has not exhausted grievance or review procedures otherwise reasonably available.

We recommend that you allow the organization 30 days to respond. Afterwards, if the issue is not resolved to your satisfaction and you wish to pursue your complaint with our office, we will need copies of your correspondence with the Privacy Officer and the response(s).

Finally, please note that if we do not hear from you, we will take no further action on your complaint.

Sincerely,

Admission | Intake

Direction des admissions, du règlement et de la conformité

Commissariat à la protection de la vie privée du Canada

30, rue Victoria, Gatineau (Québec) K1A 1H3

plaintes-complaints@priv.gc.ca / Tél (sans frais) : 1-800-282-1376 / ATS : 819-994-6591

Compliance, Intake and Resolution Directorate

Office of the Privacy Commissioner of Canada

30 Victoria Street, Gatineau (Québec) K1A 1H3

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